

Inside the Western Region

A Western Regional Medical Command Publication

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TSG conducts town hall at JBLM



Spc. Hannah Frenchick

Lt. Gen. Eric Schoomaker, U.S. Army Surgeon General, conducted a July 14 Town Hall for Joint Base Lewis-McChord's medical leaders and personnel.

by Sharon D. Ayala

Public Affairs Officer, Western Regional Medical Command

As part of a two-day visit to Joint Base Lewis-McChord, Wash., the U.S. Army Surgeon General, Lt. Gen. Eric Schoomaker, conducted a Town Hall for all medical personnel assigned to the installation.

Nearly 300 military and civilian personnel attended the 1 1/2 hour session to learn more about the Surgeon General's "Top 10." But, they also came to take advantage of the opportunity to ask questions of the Army's 42nd Surgeon General.

As the Army Medical Department's Top Doc since 2007, Schoomaker has been the driving force, over

these last four years, behind many of the current healthcare initiatives and innovations in Army Medicine. Last year, he introduced his Top 10 priorities to the AMEDD community. Those initiatives, which include the Comprehensive Behavioral Health System of Care Campaign Plan; Culture of Trust; Patient Centered Medical Home; and several other important initiatives, are closely aligned with Army Medicine's Balanced Scorecard (BSC). The BSC is a management tool used by organizations to focus and align their organization to their strategy.

"These are my Top 10 priorities across all of Army Medicine," Schoomaker told the audience. "I want you to be familiar with, and cognizant of, these initiatives and understand what we're trying to do in synchronizing our efforts with the Balanced Scorecard," he said.

Over the last 10 years, the AMEDD has been transformed into a major leader in the field of medicine. This, in part, is due to the advances in the treatment of the most severe wounds sustained on the battlefield.

"If there is any good side of war," Schoomaker said, "it is that war has always offered opportunities for major advances in health, prevention and the treatment of injuries, illnesses and severe wounds," he said. "Through collaborations with civilian trauma specialists, Army medicine has led the world in revisiting some of the ways that trauma surgeons and others approach the most seriously injured and wounded patients. We've also advanced the science of understanding behavioral health problems that are

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GLWACH Soldier earns MEDCOM 'Best Warrior' title

by Carl Norman

Public Affairs Officer, General Leonard Wood ACH

A General Leonard Wood Army Community Hospital Soldier endured five days of grueling physical and intellectual competition June 5-9 to earn the U.S. Army Medical Command's "Best Warrior" title.

Staff Sgt. Ilker Irmak, GLWACH's Optical Laboratory NCOIC, shot, navigated and tested his way to top honors at the AMEDD's Noncommissioned Officer and Soldier of the Year "Best Warrior" competition held at Fort Bragg, N.C.

"We're extremely proud of Staff Sgt. Irmak and Spc. Thomas Salazar, who also represented GLWACH in this competition, for their performance," said Command Sgt. Maj. Michael Brooks, GLWACH's command sergeant major. "They and their leader, Master Sgt. Shon McManus, represented GLWACH very well and we have great faith and confidence they'll do well in the next level of competition."

As AMEDD leadership described it, the competition was demanding to the point of grueling, realistic, and



Photo by Carl Norman

Staff Sgt. Ilker Irmak, GLWACH's Optical Laboratory NCOIC, shot, navigated and tested his way to top honors at the AMEDD's Noncommissioned Officer and Soldier of the Year "Best Warrior" competition held June 5-9.

personally and professionally challenging. It stressed a broad array of physical and intellectual tasks, agile thinking and problem-solving. It reflects Army Medicine's

"A" Proficiency Designation bestowed on 9 from the Western Region

Nine officers from the Western Regional Medical Command have been awarded the prestigious "A" Proficiency Designator Award. Four of the nine recipients were presented the award by Lt. Gen. Eric Schoomaker, U.S. Army Surgeon General, at the July 15th AMEDD Birthday Ball held in Tacoma, Wash.

The "A" proficiency designator is the highest award that the Army Medical Department can bestow to recognize professional expertise, exceptional ability, and outstanding achievements in both clinical and academic medicine.

"Few officers exhibit the requisite qualifications to successfully compete for it," wrote Lt. Gen. Eric Schoomaker in the congratulatory letter that was presented to each recipient.

Candidates for this award must be eminently qualified to chair a department, division or service, or have attained full professional status and national prominence in their field. They must also be a recognized leader in their specialty with an extensive publication and presentation record, and be active in national professional organizations. In addition, they must have a total of at least 15 years of professional experience, including at least 10 years on active duty with the AMEDD.

Congratulations to the following officers from the Western Regional Medical Command:

Col. Andrew Wiesen, Preventive Medicine, Western Regional Medical Command
Col. Michael Machen, Orthopaedic Surgery, William Beaumont AMC
Col. Thomas Curry, Vascular Surgery, Madigan Healthcare System
Lt. Col. Richard Burney, Obstetrics & Gynecology, Madigan Healthcare System
Lt. Col. Shad Deering, Obstetrics & Gynecology, Madigan Healthcare System
Lt. Col. Jay Erickson, Neurology, Madigan Healthcare System
Lt. Col. (P) Matthew Martin, General Surgery, Madigan Healthcare System
Lt. Col. Niten Singh, Vascular Surgery, Madigan Healthcare System
Lt. Col. Scott Steele, General Surgery, Madigan Healthcare System
(WRMC STRATCOM Information Release)

mission to have a trained, ready and responsive Enlisted Corps.

Participating Soldiers started off with an Army Physical Fitness Test then tested their knowledge in a wide array of subjects before a board of senior NCOs and on a 50-question multiple-choice exam. After that, they wrote an essay on current events where content, grammar and clarity were paramount.

From there, things went to field tests: short-range marksmanship known as reflective fire; day and night urban orienteering; warrior tasks, such as first aid; unit operations and defensive measures; and battle drills. A

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in the SPOTLIGHT

MILITARY/CIVILIAN AWARDS

Legion of Merit:

Lt. Col. Michael Sadler, Madigan Healthcare System
Maj. Benjamin Kash (Retired), WRMC

Meritorious Service Medal:

Col. Roman Bilynsky, Gen. Leonard Wood ACH
Lt. Col. Barry Pockrandt, Irwin ACH
Maj. Jeff Logan, Irwin ACH
Capt. James Taylor, Irwin ACH
Capt. Thomas Schell, Gen. Leonard Wood ACH
Staff Sgt. Mario Kean-Ortiz, Madigan Healthcare System

Army Commendation Medal:

Maj. Jody Hefner, Gen. Leonard Wood ACH
Maj. Eduardo Escobar, Gen. Leonard Wood ACH
Maj. Mark Ochoa, Irwin ACH
Maj. Russell Barfield, William Beaumont AMC
Maj. Jack Hill, William Beaumont AMC
Maj. Brian Reasoner, William Beaumont AMC
Maj. Jason Scism, William Beaumont AMC
Capt. Sanjay Bhatia, William Beaumont AMC
Capt. Robery Gayle, William Beaumont AMC
Capt. Shanna Pettie, William Beaumont AMC
Capt. Carrie Pommeranz, William Beaumont AMC
Capt. Michelle Siemens, William Beaumont AMC
Capt. Kelli Wilson, Williams Beaumont AMC
Capt. Kristie Miller, Gen. Leonard Wood ACH
Capt. Michael Knight, Gen. Leonard Wood ACH
Capt. Katherine Philla, Gen. Leonard Wood ACH
Capt. Steven Ballard, Irwin ACH
1st Lt. Joshua Kuper, William Beaumont AMC
1st Lt. Radames Rodriguez, William Beaumont AMC
1st Lt. Samantha Perry, Gen. Leonard Wood ACH
Staff Sgt. Adrienne Bryant, Irwin ACH
Staff Sgt. Christopher Cassidy, William Beaumont AMC
Sgt. Robert Bressel, William Beaumont AMC
Sgt. Alicia Cadena, William Beaumont AMC
Sgt. James Chambers, William Beaumont AMC
Sgt. Michael Doty, William Beaumont AMC
Sgt. Olivia Gonzales, William Beaumont AMC
Sgt. Claudia Johnson, William Beaumont AMC
Sgt. Claudia Madagame, William Beaumont AMC
Sgt. Jennifer Pineda-Davila, William Beaumont AMC
Sgt. Carolyn Gilbert, Irwin ACH
Sgt. Paul Goldman, Irwin ACH
Sgt. Nicholas Rau, Irwin ACH
Sgt. Tony Derendinger, Gen. Leonard Wood ACH
Sgt. Amanda Irwin, Gen. Leonard Wood ACH
Sgt. Andrea Myers, Gen. Leonard Wood ACH
Spc. Maria Lowe, Gen. Leonard Wood ACH
Spc. Jaylaneen Luis, Gen. Leonard Wood ACH
Spc. John Richter, Gen. Leonard Wood ACH
Spc. Brian Coughlin, William Beaumont AMC
Spc. Jose Garcia, William Beaumont AMC

Army Achievement Medal:

Capt. Kevin Martin, William Beaumont AMC
Capt. Anish Patel, William Beaumont AMC
Capt. Dimitri Thomas, William Beaumont AMC
1st Lt. Matthew Lewis, William Beaumont AMC
1st Lt. Gabriel Sosa, William Beaumont AMC
Staff Sgt. John Ahern, Madigan Healthcare System
Sgt. Olivia Gonzales, William Beaumont AMC
Sgt. Racine Hill, Gen. Leonard Wood ACH
Sgt. Jose Casados, Gen. Leonard Wood ACH

Army Achievement Medal:

Sgt. Terry Dilday, Gen. Leonard Wood ACH
Spc. Stefan Britto, William Beaumont AMC
Spc. Melinda Funderburg, William Beaumont AMC
Spc. Dwynette Moffett, William Beaumont AMC
Spc. Waid Goolsby, Gen. Leonard Wood ACH
Spc. Jonathan Varner, Gen. Leonard Wood ACH
Spc. April Snider, Irwin ACH
Spc. Jason Thompson, Irwin ACH
Pfc. Robert Gonzalez, William Beaumont AMC

Military Outstanding Volunteer Service Medal:

Capt. Thomas Clifford, Madigan Healthcare System
1st Sgt. Shan Miles, Madigan
Sgt. 1st Class Brian Bradstreet, Madigan
Sgt. 1st Class Larry Bristol, Madigan
Sgt. 1st Class Maryfaith Payne, Madigan
Sgt. 1st Class Douglas Pleshaw, Madigan
Sgt. 1st Class Jimmy Chambers, William Beaumont AMC
Staff Sgt. Daniel Aiono, Madigan
Staff Sgt. Ricky Bragg, Madigan
Staff Sgt. Madylene Fingerle, Madigan
Staff Sgt. Jacqueline Kornelis, Madigan
Staff Sgt. Michael Washowicz, Madigan
Sgt. Johnelle Opel, Madigan

Achievement Medal for Civilian Service:

Leticia Davila, William Beaumont AMC
Keila Savage, William Beaumont AMC
George Mendez, William Beaumont AMC
Stacy Turner, William Beaumont AMC
Maria Jimenez, William Beaumont AMC
Robert Slater, William Beaumont AMC

Army Surgeon General Coin Recognitions:

Lt. Col. John Saunders, WRMC Headquarters
Lt. Col. John Tisby, WRMC Headquarters
Lt. Col. Mark Reynolds, WRMC Headquarters
Traudi Retzlaff, WRMC Headquarters
Donna Gray, WRMC Headquarters
Bob Hamilton, WRMC Headquarters
Larry Edwards, WRMC Headquarters
Marilyn Matney, WRMC Headquarters
Ben Lewis, WRMC Headquarters
Shawn Smith, WRMC Headquarters
Vickie Rogers, WRMC Headquarters
Jeff Heim, WRMC Headquarters
Tim Todaro, WRMC Headquarters
Ben Kash, WRMC Headquarters
Derek Shoup, WRMC Headquarters
Jolene Lacey-Wood, WRMC Headquarters

Civilian Service Award:

Rebecca Blackburn, Irwin ACH, 30 yrs.
Irene Suniga, William Beaumont ACH, 30 yrs.
Carmen Rosa, WRMC, 25 yrs.
Johnnie Hale, Irwin ACH, 25 yrs.
Marvin Thompson, Irwin ACH, 20 yrs.
Wilma Browning, Irwin ACH, 20 yrs.
Toni Mish, Irwin ACH, 20 yrs.
Susie Mosier, Irwin ACH, 20 yrs.
Denise Moyers, Irwin ACH, 20 yrs.

MILITARY PROMOTIONS

To Major:

Aaron Dent, Gen. Leonard Wood ACH
Shelly Farrell, Gen. Leonard Wood ACH
Katherine Philla, Gen. Leonard Wood ACH

To Major:

Thomas Williams, Gen. Leonard Wood ACH
Jason Domagalski, Irwin ACH
Preston Omer, Irwin ACH

To Captain:

Jason Adams, Gen. Leonard Wood ACH

To Sergeant Major:

Paul Ambersley, William Beaumont AMC
Aaron Hauzer, Gen. Leonard Wood ACH

To Sergeant First Class:

Anthony Waite, Gen. Leonard Wood ACH

To Staff Sergeant:

Johnny Ellis, Gen. Leonard Wood ACH
Alexander Folsom, Gen. Leonard Wood ACH
Samuel Bellmore, William Beaumont AMC
Michael Doty, William Beaumont AMC

To Sergeant:

Marieleurette Fermil, Gen. Leonard Wood ACH
Brian Crayton, Gen. Leonard Wood ACH
Alfred Conley, Gen. Leonard Wood ACH
Angelica Lopez, William Beaumont AMC

To Private First Class:

Dustin Belletty, William Beaumont AMC
Jason Chung, William Beaumont AMC
Danielle Wright, William Beaumont AMC

To GS-11:

Natalie Jeffrey, Gen. Leonard Wood ACH
Jacqueline Blanchard, Gen. Leonard Wood ACH

2011 LTC Karen L. Wagner Award recipient



Terri Morefield, assistant chief, Human Resources, Bassett Army Community Hospital in Alaska, was recently awarded the LTC Karen L. Wagner award. The award was presented to Ms. Morefield by Lt. Gen. Eric Schoomaker, Army Surgeon General and Maj. Gen. David Rubenstein, at the 2011 U.S. Army Medical Command Training Symposium, held in San Antonio, Texas.

Lt. Col. Wagner, a proud and professional senior 70F, was assigned as a Personnel Policy Officer in the Office of the Deputy Chief of Staff for Personnel at the Pentagon. She was killed at the Pentagon on Sept. 11, 2001.

Selection for the award is based upon the overall leadership and performance during a 12 month period. Each recipient receives a framed Phoenix Medalion in recognition of their demonstrated high level of excellence in performance of their assigned duties.

Madigan employee wins facility management award

Britt Stockrahm, electronic industrial controls mechanic work leader, Madigan Healthcare System, Joint Base Lewis-McChord, Wash., was named this year's Barney W. Richmond Facility Management Award recipient for the U.S. Army Medical Command. The award was given to him June 23 at the MEDCOM Health Facility Planning Agency Symposium. This MEDCOM award recognizes an individual each year who contributes to the organization or command through cost savings and unique initiatives in facility management.

Inside the Western Region

This is an unofficial Army newsletter and the contents are not necessarily the views of, or endorsed by, the U.S. Government, Department of Defense, Department of the Army, or this command. It is published monthly. For information about this electronic newsletter, or to submit articles for consideration, contact Sharon D. Ayala, (253) 967-8153. Mailing address: Western Regional Medical Command, building 2006, Mail Stop 109, Box 339500, Joint Base Lewis-McChord, Wash. 98433-9500

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Commander, Western Regional Medical Command
Command Sgt. Maj. Tuileama T. Nua
Command Sergeant Major, Western Regional Medical Command
Sharon D. Ayala
Public Affairs Officer/Editor

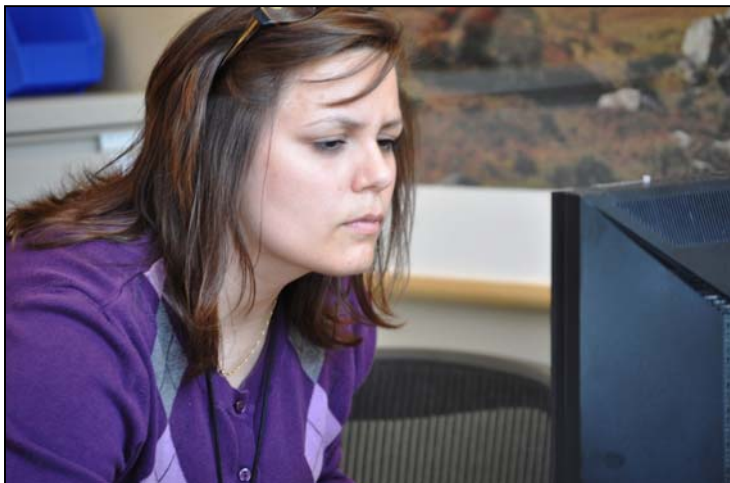


Photo by Tawny M. Dotson

Heather Taylor checks in a patient at the McChord Medical Clinic's Obstetrics desk June 30. Just three days earlier, Taylor learned she was the U.S. Army Medical Command's Employee of the Year for Tier I at the MEDCOM Training Symposium held in San Antonio, Texas.

Madigan employee named MEDCOM Employee of the Year

by Tawny M. Dotson
Madigan Healthcare System, STRATCOM

A total shock came Heather Taylor's way last week when she was called up on the stage and named the U.S. Army Medical Command's Employee of the Year for the Tier I category.

"I was sent [to San Antonio] under the pretense that I was going to a conference," said Taylor, but the recognition was not lost in her surprise.

"I feel very honored to be recognized. It just makes you feel really proud to be a part of it, but it makes you feel so many others should be recognized," said Taylor.

Taylor attended the MEDCOM Symposium in San Antonio, Texas, and was awarded the honor by Lt. Gen. (Dr.) Eric

Schoomaker, the Army Surgeon General on June 27. She has worked at the McChord Medical Clinic within Madigan Healthcare System since September of 2008 when she started as a medical support assistant. She became the lead in January of 2010 and now mentors six other MSAs in the daily duties of checking-in patients and scheduling.

"Ms. Taylor is one of the driving change agents in the McChord Medical Clinic," said Anthony Munoz, administrative officer for the McChord Medical Clinic. "Her desire to constantly seek new ways to improve patient satisfaction is one of her greatest assets. She is an analytical thinker with a unique ability to envision key business practice

See TAYLOR, page 5

IACH kicks off Patient Caring Touch System

by Alison Kohler
Public Affairs Officer, Irwin ACH

A new initiative aimed at core values, shared governance, care teams, peer feedback, optimized performance and skill building kicked off June 6 at Irwin Army Community Hospital, Fort Riley, Kan.

The Patient Caring Touch System is designed for nurses to enhance communication, build capability, promote health work environments, advocate for patients and use evidence-based practices.

"Patient Caring Touch System is about taking care of patients first and foremost and doing what is right for them," said Col. Mike Heimall, IACH commander.

PCTS has 10 components and six of them will be rolled out over the next year.

"We don't realize how important it is the work we do. You all are a direct force multiplier," said Lt. Col. John Groves, chief of nursing operations for IACH.

Groves shared a story about how when deployed, there is trauma and Army nurses tend to take for granted how important it is to take care of wounded war-

riors, because they do it all the time.

In a hospital environment stateside, the care provided to Warriors Family members is just as important, he said.

"These are important times. No Family has gone through stress like our Families are now," Groves said.

PCTS promotes standards, not standardization, for nursing care Army-wide and allows the Army to measure nurse-sensitive outcomes and monitor the impact of practice innovations.

"It's about taking care of your teammates, co-workers and peers. It's about

paying attention to details and standards. It's about ownership and pride in being a nurse, an Army nurse, and a member of IACH," Heimall said.

PCTS has five primary effects. It sets the standards for Army nursing and guides, gauges and grounds Army nursing team efforts. It increases the quality of care provided. It enables Army nursing to leverage its capabilities of the nursing team by synchronizing efforts. It gives nursing team members a voice in their individual practices.

"Often the first person a patient comes in contact with first is a nurse and the last person is a nurse. Our patients will notice a difference," Heimall said.

New patient tracking system premieres at Evans Hospital

by Roger Meyer
Public Affairs Officer, Evans ACH

Evans Army Community Hospital, Fort Carson, Colo., has unveiled a new "Q-Flow" patient tracking system to improve access to care and patient management.

The computer-based system has been successfully tested and used at Fort Carson's Robinson Family Medicine Clinic since 2009. It is also in use or being fielded at over 15 Army and Navy installations including Joint Base Lewis-McChord and Forts, Riley, Benning, Drum and at Fort Sam Houston, as well as civilian hospitals throughout the United States.

"We're always looking for new and better methods to improve our patients' healthcare experience," said hospital Commander Col. Jimmie O. Keenan. "We expect the new Q-Flow system to reduce all our patients' wait times."

Q-Flow automates patient reception and tracking procedures. It provides the hospital staff with visual cues to supplement patient care and employs "kiosks," scanners and live dashboard displays to more efficiently process and track patients.

"The new system is a central component to efficient lobby management. Queuing patients into the system as they arrive helps manage the patient flow process," said EACH's Q-Flow proponent Eric Everard. "It also allows us to establish accessible metrics, determine inefficiencies, identify best practices and optimize clinic resources to improve each patient's experience."

Everard said its other benefits include centralized control and recording currently unknown patient pro-

cessing times that hospital leaders will use to improve service quality and accuracy throughout the hospital. It also provides patients and staff with real-time information through audio and visual announcements on televisions and computers.

The EACH Pharmacy, Laboratory, Emergency Department, and Soldier Family Care Center have the new systems. While the U.S. Army Medical Command funded the EACH installations, the Army's Health Facilities Planning Agency funded the 10 Kiosks and 15 flat screen televisions in the SFCC. Q-Flow will eventually be installed in all hospital waiting areas.

When arriving at a clinic, the patient signs in at a computer kiosk that prints out a ticket. The ticket number identifies a beneficiary category and the patient's place in line within that category. Warrior Transition Battalion and other Active Duty Soldiers, Same Day Surgery, Discharge, and Emergency Room patients have priority at the Pharmacy and Laboratory. Regardless of category, a patient's place in line is secured after waiting five minutes. Everard said the intent is to ensure that all patients receive timely care.

Under the hospital's Clinical Informatics Branch's supervision, three University of Colorado at Colorado Springs intern students documented the Q-Flow related processes in August 2010. Everard said this helped the CIB develop hospital staff and patient-focused Q-Flow Standard Operating Procedures. Every school semester, UCCS interns continue to assist with process improvement initiatives.

"We appreciate everyone's patience while we implement the Q-Flow system and refine our processes," said Everard.

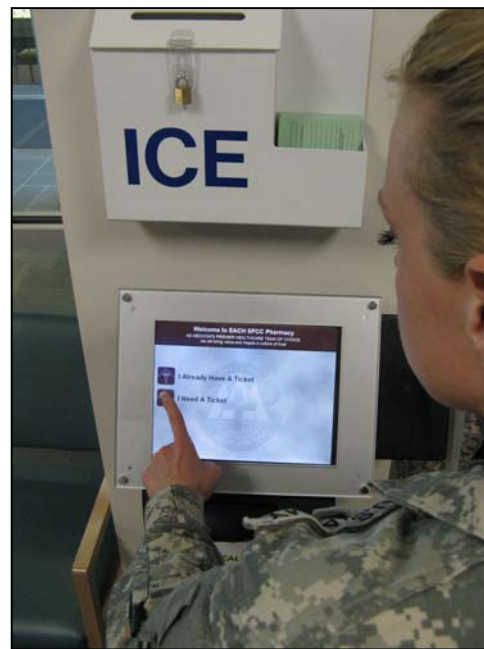


Photo by Roger Meyer

The computerized Q-Flow kiosk allows patients to sign in and receive a printed ticket with their sequence numbers.

Munson Soldiers teach lifesaver skills to local law enforcement

by Tisha Entwistle

Public Affairs Officer, Munson AHC

Three Munson Army Health Center Soldiers spent the day teaching a group of 33 civilian law enforcement officers a version of the Combat Lifesaver course in Kansas City, Mo., June 10.

The students were a mix of city, county and federal law enforcement officers, as well as a few emergency medical technicians from the eight counties included in the Kansas City metropolitan area, said Platte County Sheriff's Department Capt. Randall Pittman.

This was the third iteration of the First Aid-Tactical Combat Care course, a collaboration between Munson and the Platte County Sheriff's Department.

The idea for the class came from a review of an article in a law enforcement trade magazine about a shooting incident in which officers had responded to a call and took gunfire when they arrived, Pittman said. One of the officers had recently returned from a military deployment and was CLS trained.

"Because the scene wasn't secure, first responders could not help," Pittman said. "The officer recognized his partner had been hit fatally and was able to save his life."

Pittman said he and his colleagues decided they needed the same kind of training the military was receiving.

"We wanted real world experience," Pittman said. "The first call we made was to Munson."

The test course was in 2009. Pittman said they are now trying to have the course twice a year, and it still isn't enough. Pittman said each of the three classes filled up quickly, this last one in just a few hours.

"There are never enough slots," Pittman said. "The class is immensely popular."

Sgt. Carl Treen, a combat medic with Munson, said the class was basically a version of CLS adapted to what civilian law enforcement might see.

The class began with a slide show and some hands-on training with the Improved First Aid Kit. The IFAK is a pouch with expendable medical items like a tourniquet, bandages, gloves, dressing and adhesive tape.

After becoming familiar with all the parts of the IFAK, the students learned how to do a complete trauma rapid assessment, Treen said. In the afternoon the instructors including Treen, Sgt. Jeremy Adkins and Spc. Jared Pollard, all combat medics, began running scenarios.

"Pop, pop, pop," Adkins said as he pointed his fingers at officers sitting down for a break. "You and your buddies were all shot while taking a break - what do you do?"

The officers responded with their IFAKs, calming their wounded comrades and shouting instructions to each other.

Treen said this was the first time he has taught the class, and he thinks it was a great experience for everyone.

"The police force is kind of like the infantry unit I was in (deployed with) they are all a group of brothers and sisters that have to go out and help each other while they are attempting to secure a local populace," Treen said. "They do get injured, they do get shot at, they do get stabbed - but they don't have a medic alongside them and they need to be able to treat themselves."

Treen and Pittman said they have both received a lot of positive feedback



Courtesy Photo

Munson AHC's Sgt. Jeremy Adkins gives feedback to Cpl. Chris Johnson from the Clay County Sheriff's Office and Jeremiah Fisher from the Riverside, Mo., Police Division during the June 10 First Aid - Tactical Combat Care course at the Platte County Resource Center in Kansas City, Mo. Three Munson Soldiers taught an edited version of the Army's Combat Lifesaver Course to 33 area law enforcement officers and first responders.

from the students in the class.

"They kept coming up to us and saying they were getting a lot out of it and they usually don't get this level of training," Treen said. "It is peace of mind for them to be able to help each other as opposed to just watching their buddy bleed out and die."

Pittman said the class wouldn't be possible without the support from MAHC.

"We find the instructors very engaging," Pittman said. "The credentials for the instructors are very solid."

The class is completely voluntary and,

except for the cost of the IFAK, free to the departments. Many of the participants said they haven't heard of anyone else doing anything quite like this, Treen said.

"I don't think anyone else is doing this anywhere," Pittman said. "We just wanted to train with current principles and current equipment."

Treen said he will be spearheading the next class and hopes to have that one in the fall.

"It is an awesome program," Treen said. "I really enjoyed being able to share that knowledge."

Army Medical Command conducts Training Symposium in San Antonio

by Maria Tolleson

Media Relations Officer, U.S. Army MEDCOM

Army Medicine has evolved tremendously since the first attempt was made to stem the flow of blood on the battlefield. This was the theme expressed by Lt. Gen. Eric Schoomaker, Army Surgeon General, who addressed thousands of attendees at the Army Medical Command's Training Symposium, held in San Antonio June 27-29.

The three-day conference opened with remarks by Mayor Julian Castro who referred to San Antonio as Military City USA. He credited the number of service members and retirees with keeping a sense of community and connection in San Antonio, even as it has grown to be the seventh largest city in the nation.

Schoomaker then addressed the assembly for the last time as the Army Surgeon General. "Army Medicine is an integral part of what keeps the Army strong," he said. "Meeting Warrior needs for everything from battlefield injuries and illness to preventive health, keeping them ready and resilient; and meeting the needs of the Military Family, beneficiaries, and retirees."

He showed a brief video with a quote from former Army Vice Chief of Staff of the Army Gen. Richard A. Cody who said, "When I think of Army strong, I think of Soldiers - their doctors, nurses, their therapists and technicians. The people who stare death in the face and say... not on my watch...not in my emergency

room ... not in my ward...not today...not this Soldier." "It still sends chills down my spine every time I hear it," Schoomaker said.

One of the reasons we are able to proclaim, "Not today... Not this Soldier," he said, is because Army Medicine is a learning organization that has evolved continually since our early roots during the Revolutionary War.

He mentioned contemporary initiatives such as the Joint Trauma Training System, the Pain Management Task Force, and the Dismounted Complex Blast Injury Task Force. He also mentioned the HIV vaccine which the Army helped develop in concert with numerous partners to include the Thai government - a breakthrough which Time Magazine recognized as one of its Top Ten significant medical breakthroughs for 2009.

"As a direct result of 10 years of conflict, I believe Army Medicine is in the midst of a significant transition; one focused on addressing a broad range of health and one that places the patient at the center; ultimately responsible for holistically addressing his or her health needs--mind, body, and spirit, social and family fitness," he said.

Among the advances he cited was the evolution of the Medical Corpsman to the Combat Medic, Rapid Aeromedical Evacuation, the significant gains made in the treatment and management of Post Traumatic Stress and Traumatic Brain Injury, increased access to and reduction of stigma associated with Behavioral Health Care, the creation of Warrior Transition Units

and the development of Community Based Medical Homes.

The MEDCOM Symposium boasted such presenters as the Surgeon Vice Admiral Philip Raffaelli, Surgeon General, Queens Honorary Physician; Secretary of Veterans Affairs Eric Shinseki; the Surgeon General of the U.S. Air Force LTG Charles Green; Commandant, Medical Education and Training Campus, Rear Admiral William Kiser; and Deputy Commander, U.S. Special Operations Command, Lt. Gen. David Fridovich.

The training sessions included tracks on Army Nursing, Balanced Scorecard/Lean Six Sigma, Culture of Trust, Emergency Management, Human Resource Management, Logistics, Patient Administration and Warrior Transition Unit.

Schoomaker closed his remarks with a reminder that each war brings new challenges.

"Like our predecessors, we have adapted, evolved, and continually improved in the realm of science, material, TTPs (Tactics, Techniques & Procedures), and clinical guidelines. An extremely tough enemy coupled with increased battlefield survival rates are resulting in increased wounded service members with multiple amputations, and complex and devastating injuries - some plain to see and some hidden. They will require our clinical and emotional support for years to come. With the trust of Families and Partners, Army Medicine, and our fellow Medical Departments in other services and the VA, we will return our Wounded Warriors to maximum health."

Combat medics' actions save life of injured contractor

by Julia Yubeta

Public Affairs Office, William Beaumont AMC

Four combat medics from Charlie Company, 501st Brigade Support Battalion, 1st Stryker Brigade Combat Team, 1st Armored Division, provided emergency treatment on June 21 to a contractor suffering life-threatening injuries from a forklift accident at East Fort Bliss, Texas.

Sgt. Margaret Kerchief, Spc. Jessica Burke, Spc. Leilani King, and Pfc. Fanny Ngassa, were performing preventive maintenance checks and services for their vehicle in the motor pool. Hearing shouts of "we need a medic" they quickly rushed for a medic bag and reported to the scene of the accident.

There they found Jesse Bondy, who was working for a roofing company installing solar light tubes to buildings on East Fort Bliss, bleeding severely from his left leg. An all-terrain forklift's rear wheel had caught his left pants leg, injuring the main artery in that leg. The forklift's rear wheels continued forward running over Bondy's lower extremities.

The medics quickly applied a tourniquet to the bleeding wound. They attributed excellent training, further honed by combat tours, for their ability to respond effectively.

"First thing is to control the bleeding," said Kerchief, squad leader for the 501st BSB evacuation platoon. "Once we controlled the bleeding, we assessed his vitals and kept him stabilized until emergency medical services arrived."



Photo by Julia Yubeta

Jesse Bondy, injured Fort Bliss contractor, poses with the 1st Armored Division combat medics and the treatment team from William Beaumont Army Medical Center that provided medical treatment that saved his life and limb.

"I was really nervous but my training and the calmness of the three other experienced medics helped me just do my job," said Burke, recently assigned from advanced individual training.

The medics were recognized for their quick actions during a ceremony held at William Beaumont Army Medical Center on July 8. Col. Bruce Adams, deputy commander for clinical services, presented Kerchief, Burke and King with certificates of appreciation. Ngassa was unable to attend the ceremony.

"The three-part mission of the United States Army Medical Department and WBAMC is to take care of patients, get Soldiers physically ready for deployment

and to prepare warrior medics for combat," said Adams. "Command Sgt. Brady, our senior enlisted advisor, has established a training program wherein combat medics assigned to field units are pulled into this facility to train. "These medics are a testament to the quality of that training. My docs tell me that if they had not been on the scene, the outcome would have been very different," he said.

The three medics also received commander's coins from WBAMC and 501st BSB leadership.

Following the ceremony, Bondy, attending the ceremony as an inpatient at WBAMC, showed his leg wounds to the medics and admired their coins of recognition.

"We don't always get to see patients after we have treated them. It's gratifying to see Jesse and know he is well on his way to recovery," said King.

After four surgeries and over two weeks of inpatient treatment, Bondy expects to be discharged soon (July 11) and return home to Tucson, Ariz. There he will receive outpatient physical therapy to strengthen his leg and improve his gait.

"Basically I will learn how to walk all over again," he said.

"A higher power was really looking out for me that day," an emotional Bondy said. "The combat medics, the doctors, the nurses, my social worker, have all treated me and my Family as though I were a Soldier, part of their Family.

It touches my heart and I will never forget these people," he said.

Healing 'negative fallout' of crises

by Suzanne Ovel

Public Affairs Officer, JBLM WTB

They deal with what is unseen and often hidden, often covered by stoicism and worry and anger. It's their job to peel back the layers of Soldiers' psyches to help heal the invisible wounds underneath.

"We help Soldiers who are experiencing what I call negative fall-out from their deployments or their injuries or illnesses," said Ellen Bloom, the Warrior Transition

Battalion's chief of social work. She leads a team of 14 social workers who manage the behavioral health-care of all Soldiers here, whether Warriors in Transition or cadre.

Much of social workers' efforts are focused on this "negative fall-out," which may manifest as anxiety, depression, marital issues, parenting issues, reintegration issues, sleeping problems such as nightmares, or more- "all kinds of emotional, behavioral concerns," said Bloom.

All Warriors have some sort of interaction with the social work clinic, through suicide risk assessments, psychosocial assessments, comprehensive transition plan scrimmages, and focused transition reviews. Those who would benefit from greater social work involvement, however, can attend individual therapy, couples therapy, or group therapy, such as anger management, post-traumatic stress group, or a support group for spouses whose Soldiers have PTSD. The social workers think outside of the box to offer unique

therapies to assist Soldiers.

"In order to make our services as accessible to Soldiers and Family members as possible, we like to offer a wide variety of therapies, including holistic therapies such as Tai Chi, transcendental meditation, Family retreats, yoga, acupuncture and the service dog program," said Bloom.

In addition, the social work clinic partners with the VA and the Madigan Healthcare System's Department of Psychiatry to offer a nightmare reduction study, and they also pair Soldiers up with the National Center for Telehealth and Technology to test new smart phone applications.

WARRIOR

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combatives tournament and "mystery" event concluded the week-long competition.

Irmak was born in Turkey and raised in Kaiserslautern, Germany. He emigrated to the United States from Germany in April 2002 and joined the Army in September 2004. He is fluent in Turkish, German and English.

"I'm very humbled and honored to be selected as the MEDCOM 2011 Noncom-

missioned Officer of the Year," Irmak said. "The competition was realistic and very demanding physically and mentally. This was by far one of the toughest competitions I've ever competed in."

He thanked his wife and children for their continuous support, his leaders at GLWACH for their mentorship and his Soldiers and staff in GLWACH's Optical Fabrication Laboratory for continuously motivating him day in and day out.

He especially thanked his leader Master Sgt. Shon McManus and his Soldier, Spc. Thomas Salazar, for preparing, inspiring and helping him in this competition.

"Whenever I thought I couldn't go anymore, those two pushed me even harder," Irmak said. "Without Master Sgt. McManus' mentoring and leadership, and Spc. Salazar's motivation, this would have been impossible to achieve."

His duty assignments include the U.S. Army Medical Materiel Command, Europe, Pirmasens, Germany; 582nd Medical Logistics Company, Fort Hood, Texas; deploying for OIF 08-10; and GLWACH.

Irmak will now vie for the Department of the Army "Best Warrior" title at the Department of the Army Noncommissioned Officer of the Year "Best Warrior" Competition set for Oct. 2 at Fort Lee, Virginia and Washington, DC.

TAYLOR

Cont. from page 3

changes that have positively impacted provider productivity."

Taylor has led the McChord MSA team through some turbulent times. Recently the clinic has experienced significant turnover within the seven-member MSA team. Her leadership has helped with the transition, but her boots on the ground have been the most recognized effort to make the turnover transparent with patients.

"Heather has always been the one to pitch in," said Munoz. "Even though she's

the lead, she's not one who will sit in her own office and not help. She recognizes that when people are sick or we are short of staff that she's going to be out there at the front."

Taylor likely does this because she loves what she is doing. When asked what it is she likes about being an MSA she said the daily interaction.

"I get to interact with my co-workers and anytime there is a situation with a patient they give me a call. I like to try to problem solve and help them," said Tay-

lor.

The McChord Clinic being smaller is one aspect of her job she also appreciates.

"I think it comes to our advantage that McChord Clinic is smaller," said Taylor. "We usually do great on meeting our goals. We are able to problem solve and make changes quickly."

Munoz believes that Taylor is one of those folks who will be moving on up in the ranks very quickly.

"I've often said that it's hard to find good people, but it's even harder to keep them

because they are rising stars and Heather is a rising star," said Munoz. "She has unlimited potential. I just see this award as a stepping stone to her moving up the ladder very quickly."

In the nomination Taylor was recognized for leading McChord Clinic to a 99 percent coding accuracy and a 97 percent customer service ranking, the best in MEDCOM. She was also listed as having reconstructed provider templates, which increased and improved patient appointments by 10 percent.

for your INFORMATION...



Courtesy photo

Congressman from America Samoa visits WRMC

Congressman Eni F.H. Faleomavaega, America Samoa, spent three days, June 30 - July 3, in the Pacific Northwest visiting military leadership at Joint Base Lewis-McChord, Wash., and active duty constituents and their Family members. Command Sgt. Maj. Tuileama Nua, Western Regional Medical Command, hosted the Congressman's visit to JBLM, which included a luncheon with constituents.

Pictured: Congressman Faleomavaega, second row-middle, took time out following the luncheon for a group photo with Soldiers and Civilians. Command Sgt. Maj. Tuileama, is pictured in the front row-right.

TSG Cont. from page 1

associated with trauma and stresses in life."

It is in part due to these advances in military medicine that more beneficiaries are opting to get their care in the Military Treatment Facility.

According to Schoomaker, "They recognize that we're Family and that we acknowledge their service, and that their health and well-being is very important to us," he said. "We, in Army and military medicine, along with our VA colleagues, render the best care. And we're working harder and harder to do it better and better."

And despite being a nation at war, Schoomaker said that young Americans are still continuing to raise their hands in the oath to defend their nation, something he attributes, in part, to AMEDD personnel.

"Mothers, fathers, husbands and wives still allow their Soldiers to go out and do dangerous things because they know you will be there for them," he said.

As the remaining five months of the Surgeon General's tenure begin to wind down, he offered special thanks to those in attendance for what they do.

"The nation, and certainly the leadership, the Army and DoD, are very grateful to all of you," he told the military and civilian attendees, "and you should feel proud of your accomplishments and service."

A Message of Encouragement

*Monologue prepared by Chaplain Ken Kerr in honor of the Chaplains Regimental Anniversary
Western Regional Medical Command*



I was born July 29, 1775, by an act of the Continental Congress. Before the US Constitution was written, I was there to minister to the brave patriots who fought for our nation's independence in the American Revolutionary War. The Declaration of Independence served as my call to arms and "For God and Country" has been my guiding motto throughout my days.

In the War of 1812, I led the troops in prayer before the Battle of New Orleans.

In the four long and tragic years of the American Civil War, I wore both the Blue and the Gray. Three million Americans came under my influence as I fought, bled, and died with Soldiers all the way from Bull Run to the surrender at Appomattox.

In 1866, a Soldier was assigned to aid me in the discharge of my duties. In 1909 that Soldier officially became known as a Chaplain Assistant. For over 100 years we have been a Unit Ministry Team. My Chaplain Assistant has often been referred to as "the Chaplain's driver," but he/she is so much more. My Chaplain Assistant is a combatant to protect me, sets up religious services, and provides security while Soldiers pray and praise God. He/she is my office manager, conducts intake interviews, and maintains our property, our budget, and our vehicle. My Assistant goes with me to worship and to war. This Soldier is my battle buddy. We are a "Unit," "Ministry," "Team."

When Freedom called in the War to End all Wars, we answered that call, and stayed till it was over, over there. Armed only with a Bible in my hand and faith in God, I marched with my countrymen into battle; I prayed for their safety; I honored their sacrifice; I was

taken prisoner of war, but I did not give up the faith.

Barely a generation later, in the Second World War, I was there to encourage the living, care for the casualties, and honor the dead. I carried wounded Soldiers and Sailors from Pearl Harbor to makeshift field hospitals. Two of my Chaplain Assistants died that day, "a date that will live in infamy." I was a fellow prisoner on the Bataan Death March. I prayed with "GI Joes" for deliverance. I was aboard the *Dorchester*, a U.S. Army Transport Ship, when it was struck by German U Boats. Four of us Chaplains gave up our life jackets so four Soldiers might live. We interlocked arms and prayed while the *Dorchester* went to the bottom of the sea. I prayed for fair weather for General Patton. I fed refugees, cared for POWs, baptized converts while under fire, and gave the final blessing whenever and wherever needed.

I was in Korea when we were overrun by the communists, captured, tortured, and starved to death, yet I kept the faith! I was there when we gathered our forces at Pusan, swept across the frozen Han River, outflanked the Reds at Inchon, and marched onward to the Yalu River. I have stayed in Korea with our troops ever since.

I entered the steaming jungles of Vietnam, endured the long days of boredom, the moments of terror, and the bitter criticism of the press. Through it all I proclaimed God's sustaining grace to our service members in the longest of all American wars.

In Operation Desert Storm, I accompanied our troops into the deserts of Saudi Arabia, Kuwait, and Iraq. I prayed with General Schwarzkopf in the war room

before the first shot was fired. I ministered to the frightened families back home who longingly waited for their loved ones return.

When my homeland was attacked on 9/11 by Terrorists crashing airliners into our buildings, I was there. I searched through the rubble of the burning Pentagon, helped the Old Guard Soldiers carry out the victims, prayed for the injured, and visited every hospitalized survivor until they recovered. I gave my space in the reconstruction of the Pentagon for a chapel to honor our fallen heroes. I deployed to Afghanistan and Iraq with every battalion in the Global War on Terrorism. I endured the torturous heat, the choking dust storms, and traveled on roads laced with improvised explosive devices to encourage weary Soldiers and to remind my nation's Sons and Daughters that God is both just and merciful. I continued to provide for the spiritual care of our Warriors in Overseas Contingency Operations.

At Arlington National Cemetery I have rendered honors to American Service Members from all generations. I have given thanks for their service, both in times of war and peace. I have reverently extended that final solemn salute for those who sacrificed so much to defend the freedoms our Nation continues to enjoy.

Wherever the Armed Forces of these United States shall go, my Chaplain Assistant and I shall go and give our best to meet the spiritual needs of our Soldiers. This is our mission, our goal, our purpose.

I am the Chaplains of the United States Army. Pro Deo Et Patria, For God and Country.